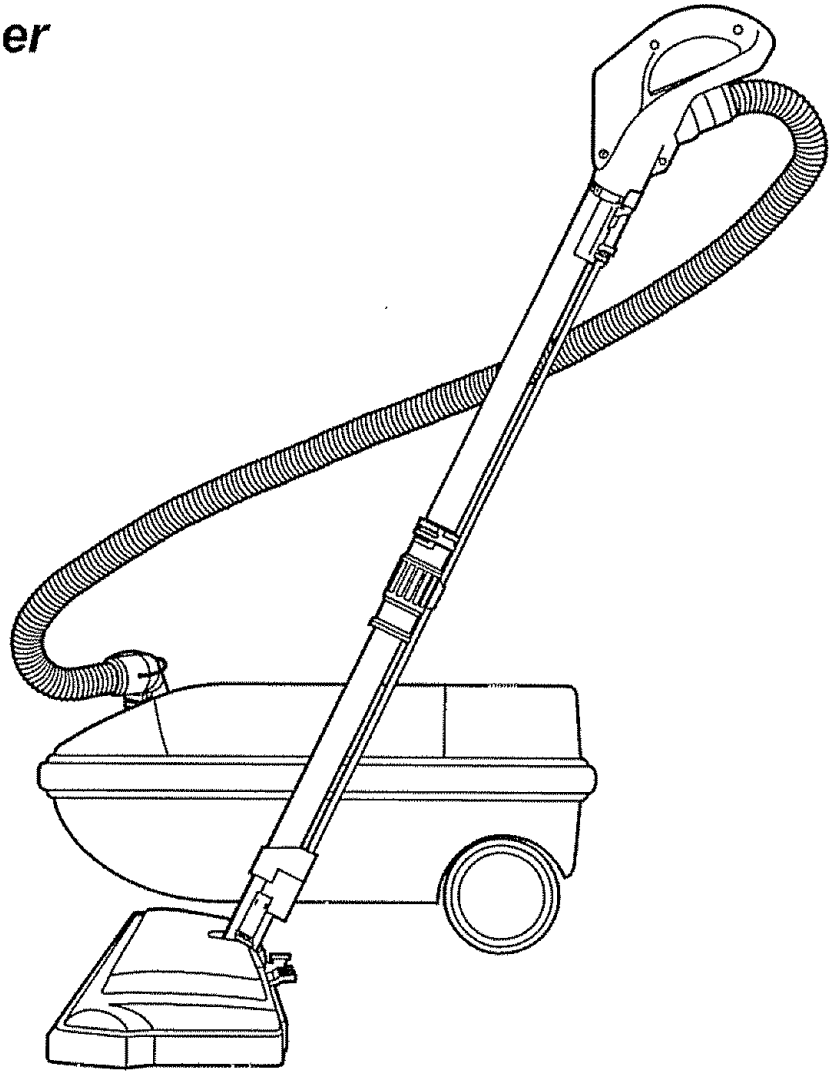
SEARS

Owner's Manual

Kenmore®

Vacuum Cleaner



CAUTION:
Read and follow all safety and operating instructions before first use of this product.

Sears, Roebuck and Co., Hoffman Estates, IL 60179 U.S.A.

PART NO. CØ1ZARD1ØUØØ-437Ø537 Printed in U.S.A.

TABLE OF CONTENTS

Before Using Your New Vacuum 2
Kenmore Vacuum Cleaner Warranty . . . 2
Important Safety Instructions 3
Parts and Features 4-5
Assembly 6-7

Use 8
- How to Start 8
- Vacuuming Tips 9
- Suggested Pile Height Settings 9
- Attachments 10
- Attachment Use Chart 10
- Performance Features 11

How Your Vacuum Works 12

Canister Care 12
- Bag Changing 12
- Motor Safety Filter Cleaning 13
- Cleaning Exterior and Attachments 13

Power-Mate™ Care 14
- Light Bulb Changing 14
- Belt Changing and Brush Cleaning . . . 14-15
- Brush Servicing 16
- Brush Assembly 16

Troubleshooting 17
Requesting Assistance Or Service . . . 18

BEFORE USING YOUR NEW VACUUM

Please read this guide. It will help you assemble and operate your new Kenmore vacuum in the safest and most effective way.

For more information about the care and operation, call your nearest Sears store. You will need the complete model and serial numbers when requesting information. Your vacuum's model and serial numbers are located on the Model and Serial Number Plate.

Use the space below to record the model number and serial number of your new Kenmore vacuum.

Model No. _____

Serial No. _____

Date of Purchase _____

Keep this book and your sales check (receipt) in a safe place for future reference.

KENMORE VACUUM CLEANER WARRANTY

FULL ONE-YEAR WARRANTY
When used for private household purposes, if within one year from the date of purchase, this vacuum cleaner fails due to a defect in material or workmanship, **RETURN IT TO THE NEAREST SEARS SERVICE CENTER/DEPARTMENT IN THE UNITED STATES,** and Sears will repair it free of charge.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

SEARS, ROEBUCK AND CO., D/817 WA, Hoffman Estates, IL 60179

IMPORTANT SAFETY INSTRUCTIONS

WARNING

Your safety is important to us. To reduce the risk of fire, electrical shock, injury to persons or damage when using your vacuum cleaner, follow basic safety precautions including the following:

Read this manual before assembling or using your vacuum cleaner.

Use your cleaner only as described in this manual. Use only with Sears recommended attachments.

To reduce the risk of electrical shock – **Do not** use outdoors or on wet surfaces.

Disconnect electrical supply before servicing or cleaning out brush area. Failure to do so could result in electrical shock or brush suddenly starting.

Always turn cleaner off before connecting or disconnecting the hose or POWER-MATE™.

Always turn cleaner off before unplugging.

Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.

Hold plug when rewinding onto cord reel. Do not allow plug to whip when rewinding.

Do not use with damaged cord or plug. If cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a Sears Service Center/Department.

Do not pull or carry by cord, use cord as a handle, close door on cord, or pull cord around sharp edges or corners. Do not run cleaner over cord. Keep cord away from heated surfaces.

Do not leave cleaner when plugged in. Unplug from outlet when not in use and before servicing.

Do not allow to be used as a toy. Close attention is necessary when used by or near children.

Do not handle plug or cleaner with wet hands.

Do not operate the cleaner with a punctured hose. The hose contains electrical wires. Replace if cut or worn. Avoid picking up sharp objects.

Do not put any objects into openings.

Do not use with any opening blocked; keep free of dust, lint, hair and anything that may reduce air flow.

Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.

Do not use cleaner without dust bag and/or filters in place.

Always change the dust bag after vacuuming carpet cleaners or freshener, powders and fine dust. These products clog the bag, reduce airflow and can cause the bag to burst. Failure to change bag could cause permanent damage to the cleaner.

Do not use the cleaner to pick up sharp hard objects, small toys, pins, paper, etc. They may damage the cleaner or dust bag.

Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.

Do not use cleaner to pick up flammable or combustible liquids (gasoline, cleaning fluids, perfumes, etc.), or use in areas where they may be present. The fumes from these substances can create a fire hazard or explosion.

Use extra care when cleaning on stairs. Do not put on chairs, tables, etc. Keep on floor.

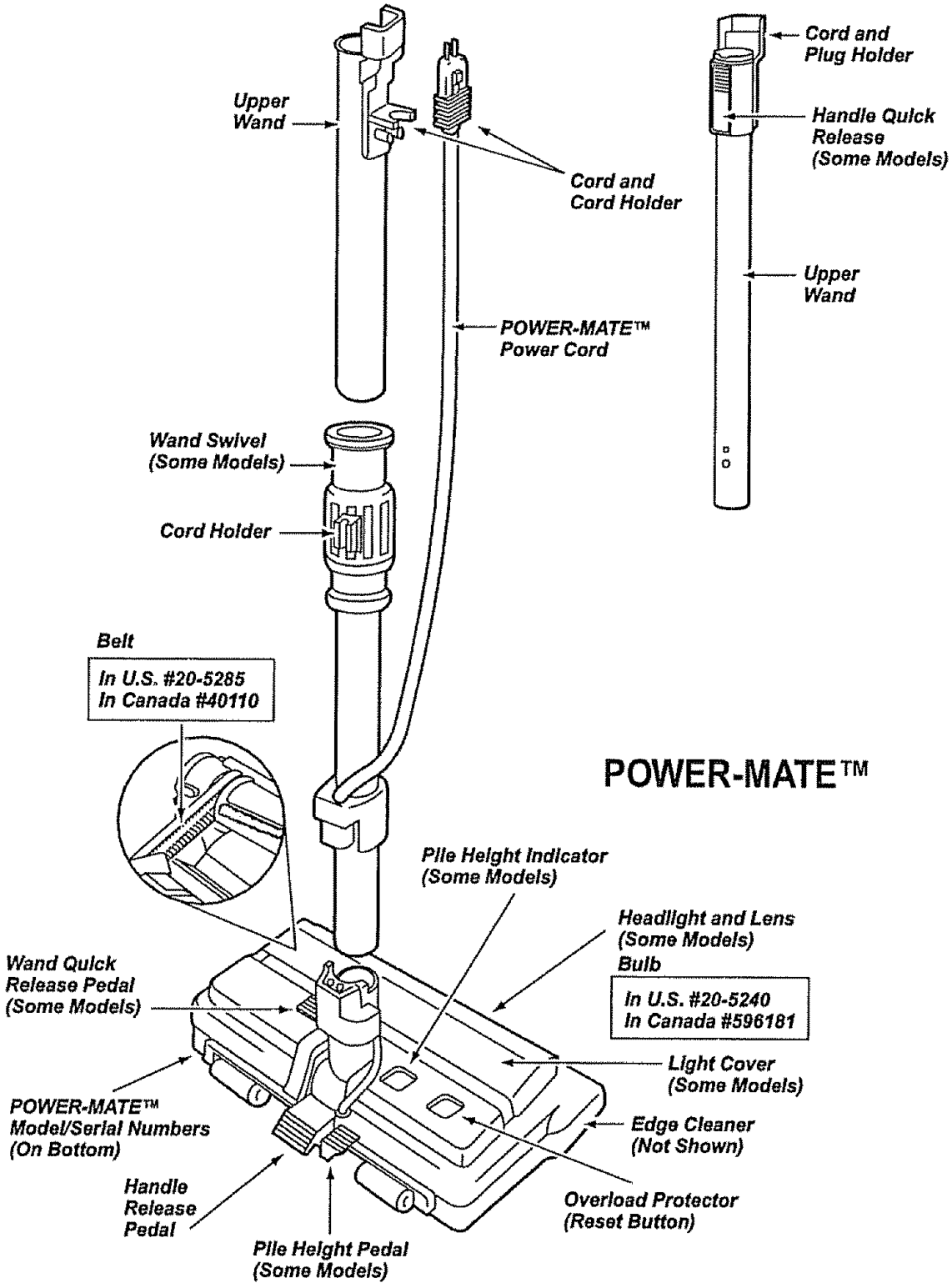
You are responsible for making sure that your vacuum cleaner is not used by anyone unable to operate it properly.

SAVE THESE INSTRUCTIONS

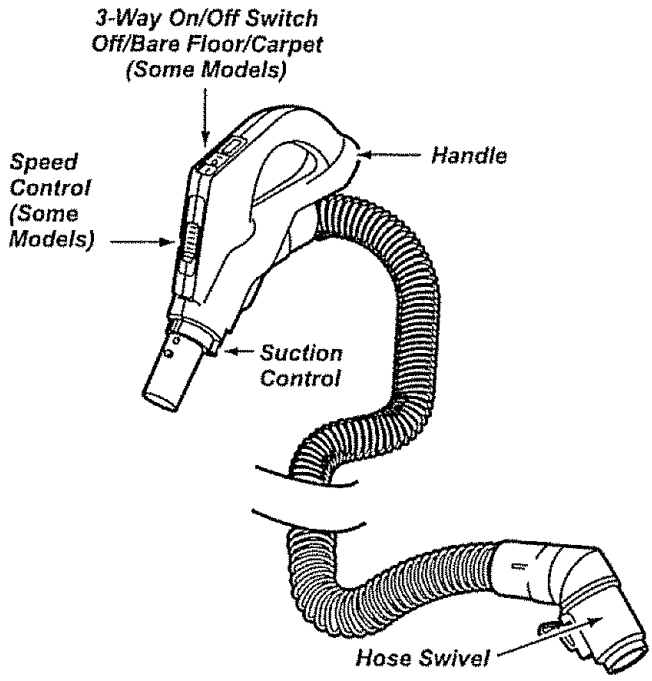
Proper assembly and safe use of your vacuum cleaner are your responsibilities. Your cleaner is intended only for household use. Read this Owner's Manual carefully for important use and safety information. This guide contains safety statements under warning and caution symbols. Please pay special attention to these boxes and follow any instructions given. **WARNING** statements alert you to such dangers as fire, electrical shock, burns and personal injury. **CAUTION** statements alert you to such dangers as personal injury and/or property damage.

PARTS AND FEATURES

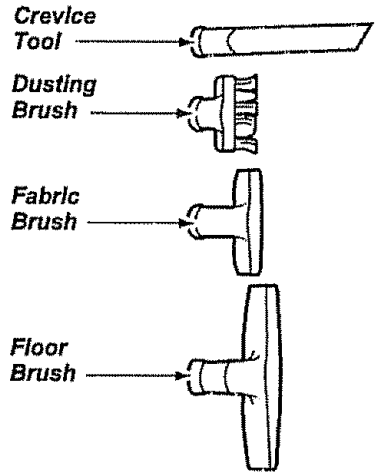
It is important to know your vacuum cleaner's parts and features to assure its proper and safe use. Review these before using your cleaner.



HOSE

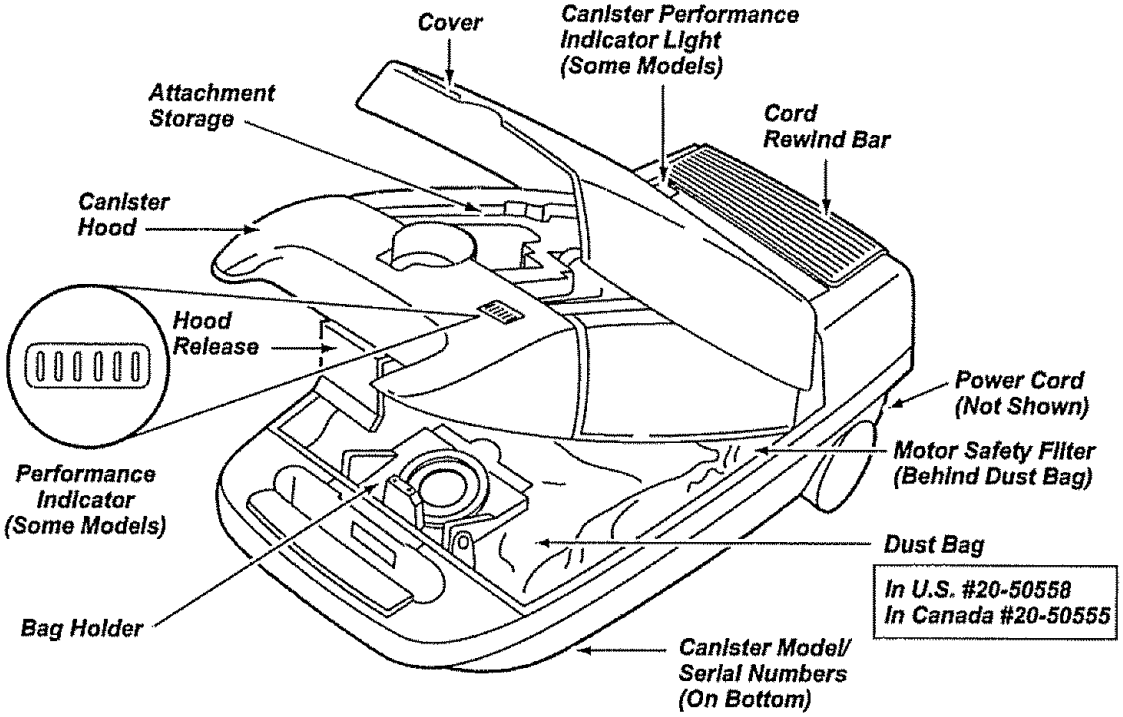


ATTACHMENTS



NOTE: All models have one set of attachments in the canister. Some models have an additional set, which can be kept in the accessory bag for garage use.

CANISTER



ASSEMBLY

Before assembling your vacuum cleaner, be sure you have all parts shown in PARTS AND FEATURES.

WARNING

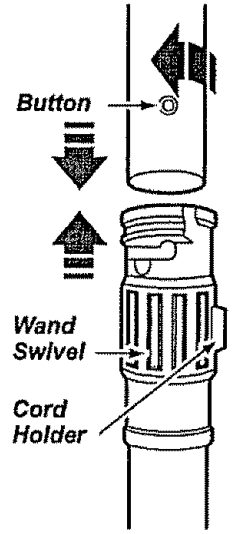
Electrical Shock Hazard

DO NOT plug into electrical supply until assembly is complete. Failure to do so could result in electrical shock or injury.

WANDS

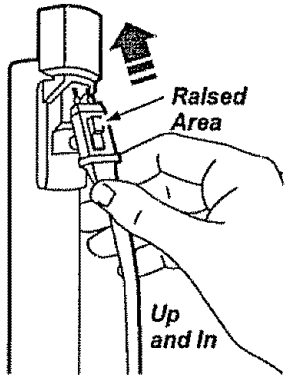
Slide wands together until wand button snaps into place. Turn wand button to the slotted area of the wand swivel.

The swivel allows you to turn the handle to the left side to reach farther under low furniture.



POWER-MATE™

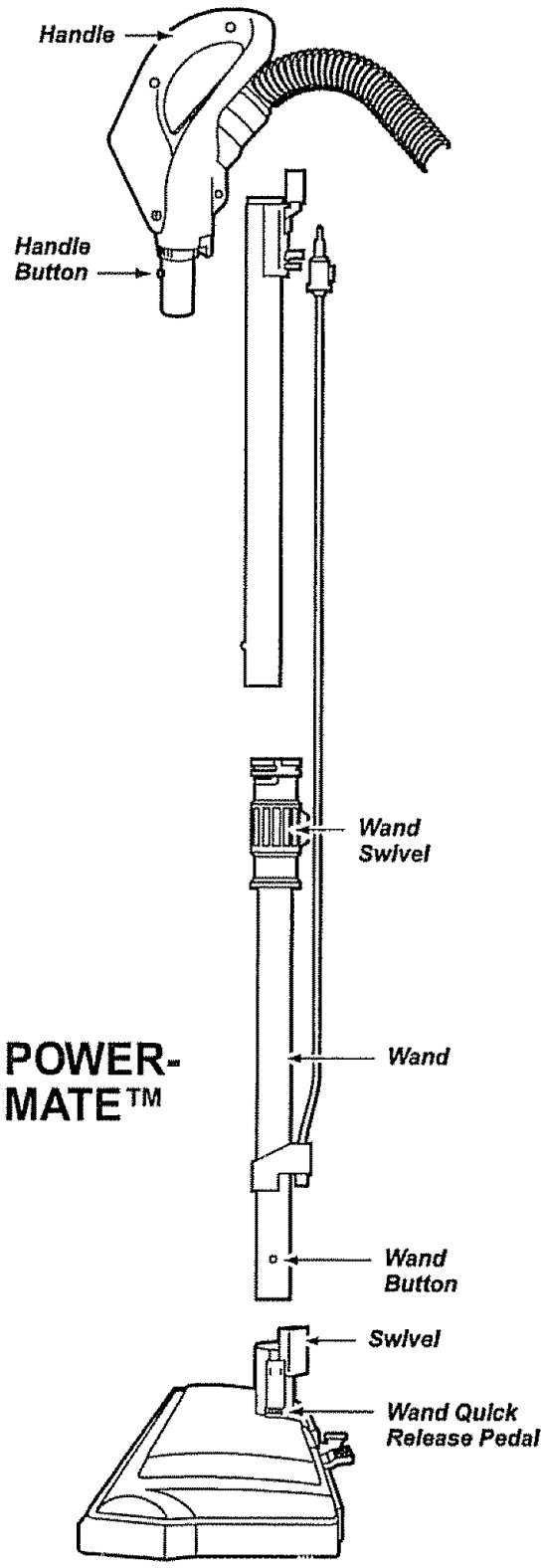
1. Insert wands into POWER-MATE™ until the wand buttons snaps into place.



2. Connect POWER-MATE™ plug and cord as shown. **DO NOT force.** Raised area of plug must be toward hand.

3. Secure cord into cord holder on wand swivel.

To remove: Disconnect cord and step on wand release pedal, then pull up on wands.



POWER-MATE™

CANISTER

1. Open the canister hood.

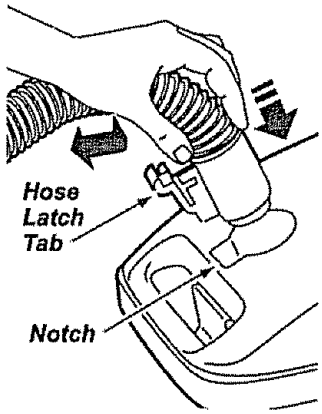
2. Check to see that the dust bag is properly installed. See BAG CHANGING for instructions.

3. Check to see that the motor safety filter is properly installed. See MOTOR SAFETY FILTER CLEANING for instructions.

HOOD

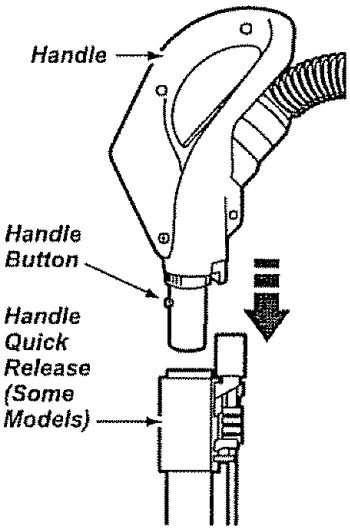
It is normal for the canister hood to come off when opened further than needed. Line up the hinges, insert them, and close the hood to replace it.

HOSE



1. Line up the hose latch tab and notch in canister hood and insert hose into canister until it snaps in place.

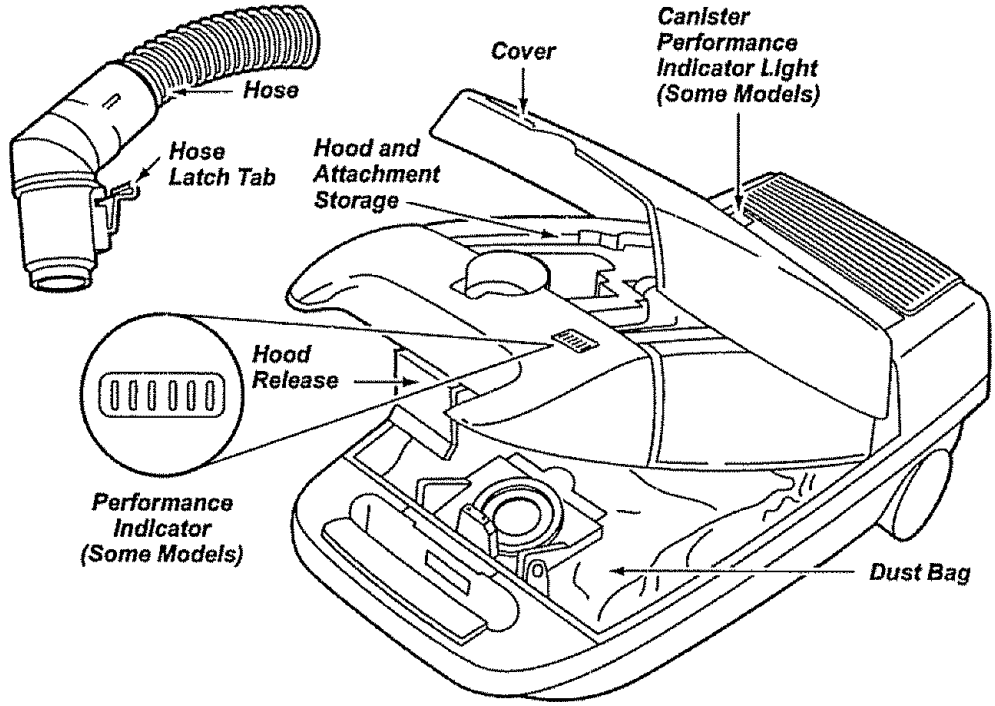
To remove: lift hose latch tab upward and pull up on hose.



2. Insert handle into wand until lock button snaps in place. **Be sure hose is not twisted.**

To remove: press handle release button and pull up on handle.

To store: Disconnect hose from wands and canister to prevent stress on hose during storage. Store hose in a loosely coiled position so the hose covering is not stressed.



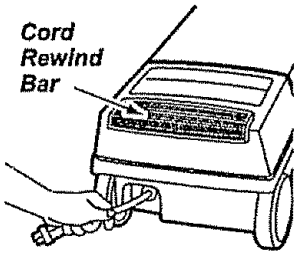
USE

HOW TO START

WARNING

Personal Injury and Product Damage Hazard

- **DO NOT plug in if switch is in ON position. Personal injury or damage could result.**
- **The cord moves rapidly when rewinding. Keep children away and provide a clear path when rewinding the cord to prevent personal injury.**
- **DO NOT use outlets above counters. Damage to items in surrounding area could occur.**

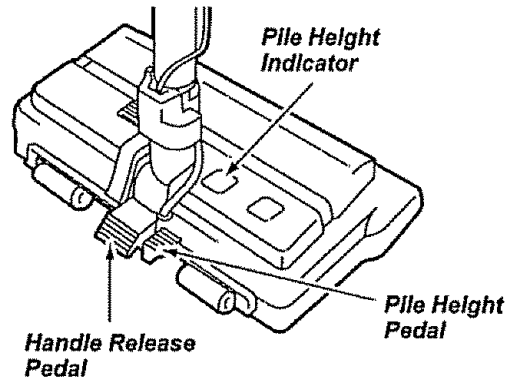


1. Pull cord out of canister to desired length. The cord will not rewind until the cord rewind bar is pushed.

NOTE: To reduce the risk of electric shock, this vacuum cleaner has a polarized plug, one blade is wider than the other. This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

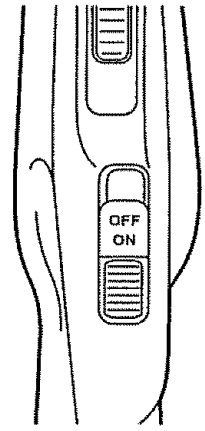
2. Plug the polarized power cord into a 120 Volt outlet located near the floor.

To rewind: Unplug the cleaner. Hold the plug while rewinding to prevent damage or injury from the moving cord. Push cord rewind bar.



3. Lower wand from upright position by pressing on the handle release pedal.

4. Select a pile height setting by pressing the small pedal on the rear of the POWER-MATE™. The pile height setting shows on the indicator. See SUGGESTED PILE HEIGHT SETTINGS.



Select a switch position on the handle.

OFF

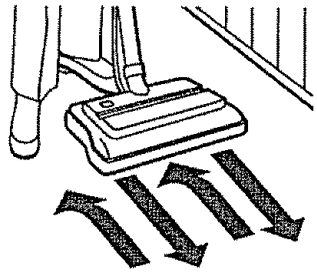
FLOOR - turns on the canister motor only.

CARPET - turns on both the canister and the POWER-MATE™ motors.

VACUUMING TIPS

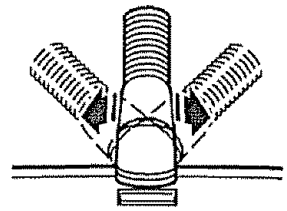
Suggested sweeping pattern.

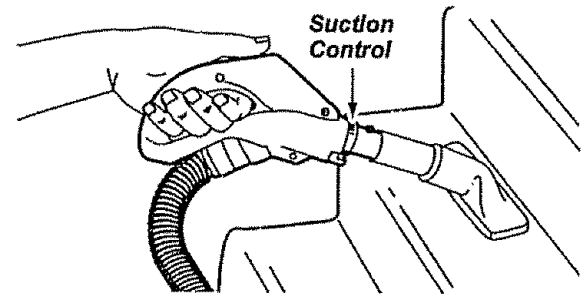
For best cleaning action, the POWER-MATE™ should be pushed straight away from you and pulled straight back. At the end of each pull stroke, the direction of the POWER-MATE™ should be changed to point into the next section to be cleaned. This pattern should be continued across the rug with slow, gliding motions.



NOTE: Fast, jerky strokes do not provide complete cleaning.

The hose swivel allows the hose to turn without moving the canister. This is helpful for cleaning in small areas. Check hose for twisting before pulling canister.





Carpeted stairs need to be vacuumed regularly. For best cleaning results, fully close the suction control.

WARNING

Personal Injury Hazard

Use care if canister is placed on stairs. If it falls, personal injury or property damage could result.

For best cleaning results, keep the airflow passage open. Check each assembly area in HOW YOUR VACUUM WORKS occasionally for clogs. **Unplug from outlet before checking.**

SUGGESTED PILE HEIGHT SETTINGS

For best deep down cleaning, use the **XLO** setting. However, you may need to raise the height to make some jobs easier, such as scatter rugs and some deep pile carpets, and to prevent the vacuum cleaner from shutting off. Suggested settings are:

HI – Shag, deep pile, or scatter rugs.

MED – Medium to deep pile.

LO – Low to medium pile.

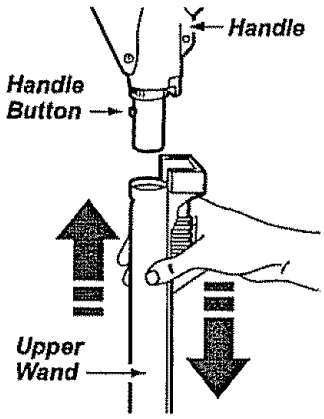
XLO – Most carpets and bare floors.

ATTACHMENTS

CAUTION

DO NOT attach or remove handle or wands while cleaner is ON. This could cause sparking and damage the electrical contacts.

ATTACHMENTS ON HANDLE

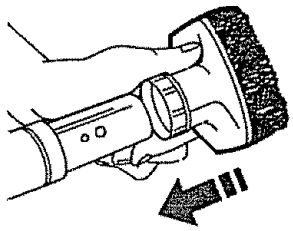


NOTE: If the POWER-MATE™ is attached, turn cleaner off before removing handle from wands.

1. Press lock button, then pull to remove handle from wand.

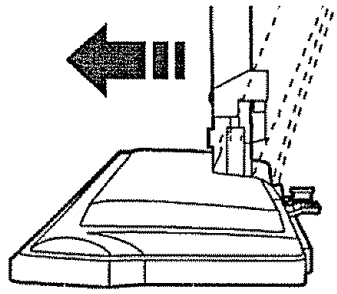
If your model has the optional feature of a handle release, press it in similarly.

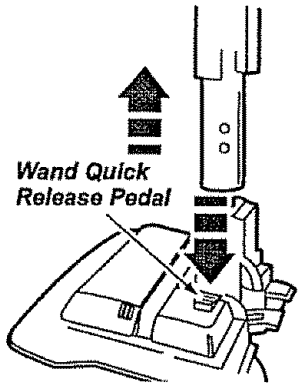
2. Slide attachments firmly on handle as needed. See chart below.



ATTACHMENTS ON WANDS

1. To remove wands from POWER-MATE™, lock wands in straight-up position.

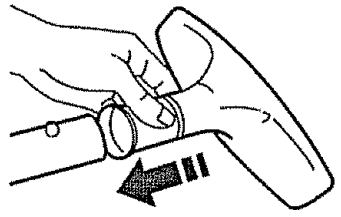




2. Press wand release pedal with foot and pull the wands straight up out of POWER-MATE™.

The POWER-MATE™ plug and cord do not have to be removed to use attachments on the wands.

3. Put attachments on wands as needed. See chart below.



ATTACHMENT USE CHART

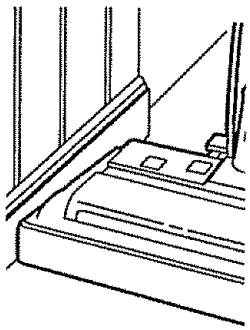
ATTACHMENT	CLEANING AREA						
	Furniture*	Between Cushions*	Drapes*	Stairs	Bare Floors	Carpeted Floors/Rugs	Walls
DUSTING BRUSH	X		X				X
CREVICE TOOL	X	X					
FABRIC BRUSH	X		X				
FLOOR BRUSH				X	X		X
POWER-MATE™					X**	X	

*Always clean attachments before using on fabrics. ** 3-way On/Off switch should be in FLOOR position.

NOTE: When separating wands, depress lock button completely before pulling wands apart. If wand lock button is difficult to depress, push the two wands more tightly together to line up the lock button with the hole. Depress lock button and then pull wands apart.

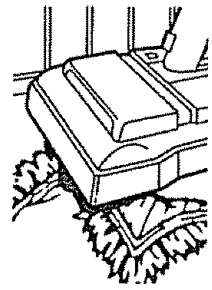
PERFORMANCE FEATURES

EDGE CLEANER



Active brush edge cleaners are on both sides of the POWER-MATE™. Guide either side of the POWER-MATE™ along baseboards or next to furniture to help remove dirt trapped at carpet edges.

OVERLOAD PROTECTOR

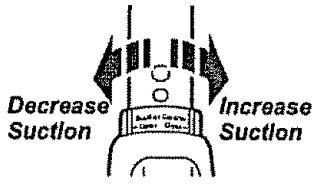


The POWER-MATE™ has built-in protection against motor and belt damage should the brush jam. If the brush slows down or stops, the overload protector button pops up and shuts off the POWER-MATE™. The canister motor will continue to run.

To correct problem: See TROUBLESHOOTING.

To reset: Push in the overload protector button.

SUCTION CONTROL



The suction control allows you to change the vacuum suction for different fabric and carpet weights. Opening the control decreases suction for draperies and lightweight rugs, while closing the control increases suction for upholsteries and carpets.

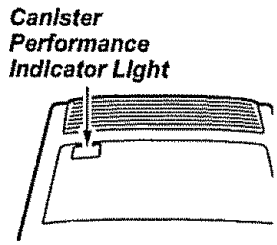
WARNING

Personal Injury Hazard

Always unplug the vacuum cleaner before cleaning the brush area as brush may suddenly restart. Failure to do so can result in personal injury.

CANISTER PERFORMANCE INDICATOR

SOME MODELS



The light comes on whenever the airflow becomes blocked, dust bag needs changing or canister safety filter needs cleaning.

NOTE: The light may also come on when using certain attachments, due to reduced airflow through attachment.

PERFORMANCE INDICATOR

SOME MODELS

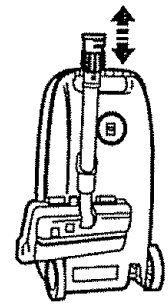
When the unit is running the lines in the indicator windows will be clear if there are no clogs. When the lines turn completely red there is a need to check the dust bag for being full of the other areas that may be clogged. See HOW YOUR VACUUM WORKS.

NOTE: Red lines may appear when using attachments or when cleaning new carpet, due to reduced airflow by the attachments themselves or new carpet fuzz filling the bag quickly.

POWER-MATE™ STORAGE

SOME MODELS

The lower wand has a "U" shaped flange in the area where the power cord attaches.



The base has a "U" shaped slot near the front caster.

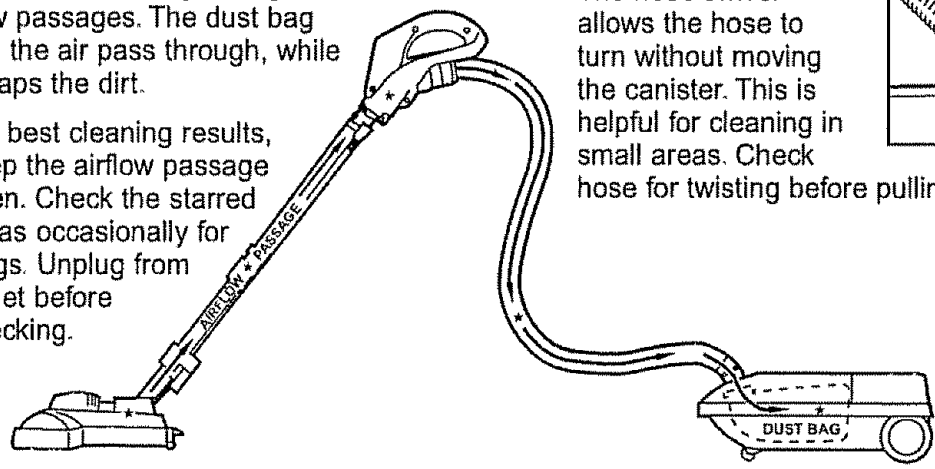
The flange allows the wands and POWER-MATE™ to be stored with the canister to conserve storage space. The canister must be stored on end for this feature to be used.

The wand will slip out of the slot as it is lifted up for use and will slide into the slot as it is lowered for storage.

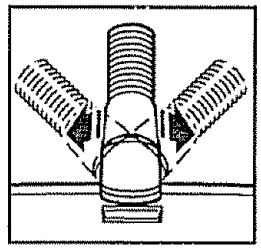
HOW YOUR VACUUM WORKS

The vacuum cleaner creates suction that picks up dirt. Rapidly moving air carries the dirt to the dust bag through the air-flow passages. The dust bag lets the air pass through, while it traps the dirt.

For best cleaning results, keep the airflow passage open. Check the starred areas occasionally for clogs. Unplug from outlet before checking.



HOSE SWIVEL

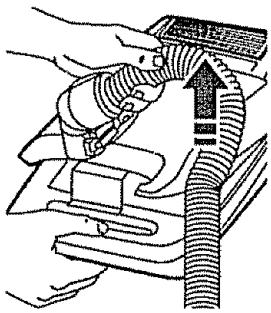


The hose swivel allows the hose to turn without moving the canister. This is helpful for cleaning in small areas. Check hose for twisting before pulling canister.

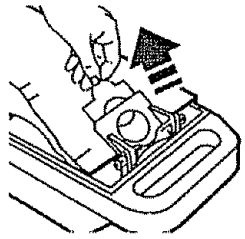
CANISTER CARE

BAG CHANGING

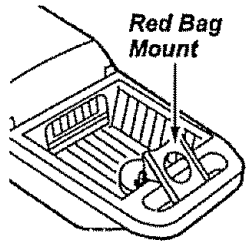
For best cleaning results, the dust bag should be changed often. The performance indicator will come on when the bag needs to be changed or the airflow is blocked.
NOTE: See PARTS AND FEATURES for Bag #.



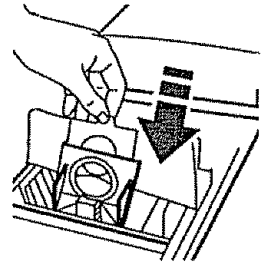
1. Unplug cord from wall outlet.
2. Pull hood release out and up, then lift canister hood.



3. Disengage cardboard tab from red bag mount by pressing away and lifting up.
4. Pull bag out of the red bag mount.
5. Check and clean motor safety filter. The red bag mount will flip forward after removing bag. This will prevent the lid from closing until a new bag is installed.



6. Raise red bag mount.



7. Install bag into slots per illustrations pushing down until the cardboard tab locks into position and the holes align. Tuck the back end of the bag down.
8. Close and latch canister hood.
9. Plug cord into wall outlet.

CAUTION

NEVER REUSE A DUST BAG. Very fine materials, such as carpet freshener, face powder, fine dust, plaster, soot, new carpet lint, etc. can clog the bag and cause it to burst before it is full. Change bag more often when vacuuming these materials.

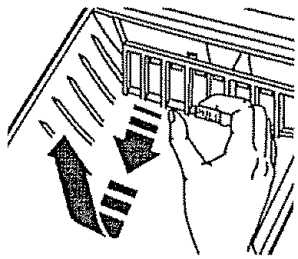
MOTOR SAFETY FILTER CLEANING

There are two motor safety filters: **1.** a dark foam filter incorporated in the red frame and **2.** a white electrostatic filter that is laid on the back side of the dark foam filter. These filters should be checked with each bag change. The dark foam filter can be washed, per the instructions below and the white filter must be replaced when dirty.

WARNING

Electrical Shock Hazard

Do not operate the cleaner without the motor safety filter. Be sure the filter is dry and properly installed to prevent motor failure and/or electrical shock.



1. Unplug cord from wall outlet and remove bag.

2. Pull out safety filters as shown.

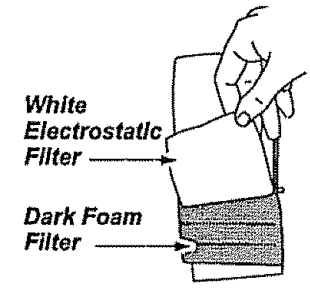
DARK FOAM FILTER

This filter and the frame can be washed in warm soapy water, rinsed and air dried. **DO NOT clean in a dishwasher or clothes washer or install while damp.**

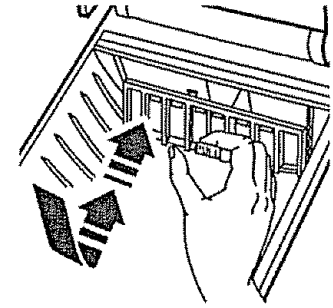
WHITE ELECTROSTATIC FILTER

This filter must be replaced when dirty. It should be replaced regularly depending on use conditions. **The filter CANNOT be washed as it will lose its dust trapping ability.**

3. Peel the white filter off the dark foam filter as shown. Lay a new white filter on the dark filter by aligning the notches in the filter with the legs of the frame.



The new filter can be purchased under part number 4369971 at your local Sears Service Unit, 20-86885 at most Sears Retail stores, or ordered by calling the Toll Free Number 1-800-366-7278 for English speaking operator or 1-800-659-7084 for Spanish speaking operator.



4. Snap filter back into canister.

5. Insert bag.

CLEANING EXTERIOR AND ATTACHMENTS

Unplug cord from wall outlet. **Do not drip water on cleaner.**

Clean exterior using a clean, soft cloth that has been dipped in a solution of mild liquid detergent and water, then wrung dry. Wipe dry after cleaning.

To reduce static electricity and dust build-up, wipe outer surface of cleaner and attachments.

Wash attachments in warm soapy water, rinse and air dry. **Do not clean in dishwasher.**

DO NOT USE ATTACHMENTS IF THEY ARE WET.

CAUTION

Attachments used in dirty areas, such as under a refrigerator, should not be used on other surfaces until they are washed. They could leave marks.

POWER-MATE™ CARE

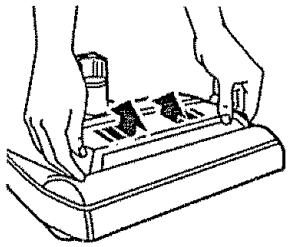
Always follow all safety precautions when cleaning and servicing the POWER-MATE™.

WARNING

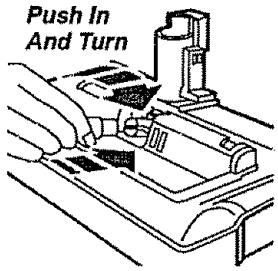
Electrical Shock Or Personal Injury Hazard

Disconnect electrical supply before servicing or cleaning the unit. Failure to do so could result in electrical shock or personal injury from cleaner suddenly starting.

LIGHT BULB CHANGING



1. Remove light cover by pressing in and lifting both sides as shown.



2. Push in and turn bulb counterclockwise to remove.

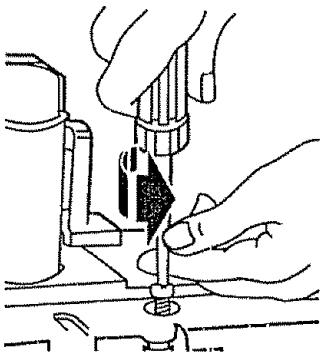
3. Replace the bulb. Bulb must not be higher than 15 Watts. Close light cover until it snaps in place.

NOTE: See PARTS AND FEATURES for Bulb #.

BELT CHANGING AND BRUSH CLEANING

Disconnect cleaner from electrical outlet. Check and remove hair, string and lint build-up frequently in the POWER-MATE™ brush and brush support areas. If build-up becomes excessive, disconnect POWER-MATE™ from wand and follow the steps below. Instructions can also be found under the light cover.

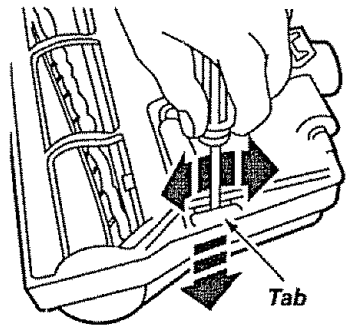
TO REMOVE BELT:

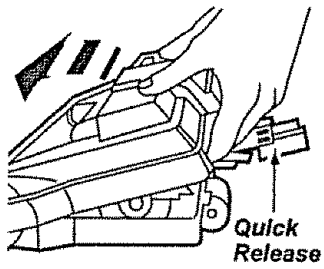


1. Remove light cover and light bulb as shown under LIGHT BULB CHANGING.

2. Unscrew the POWER-MATE™ cover screws.

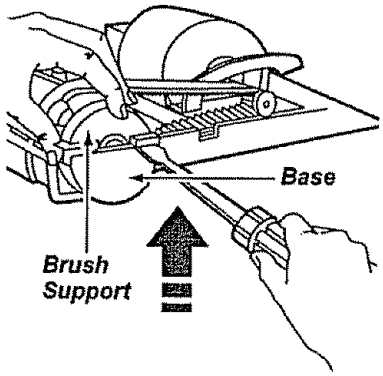
3. Turn POWER-MATE™ over. To remove cover, insert screwdriver at cover tabs on both sides and twist to release tabs.

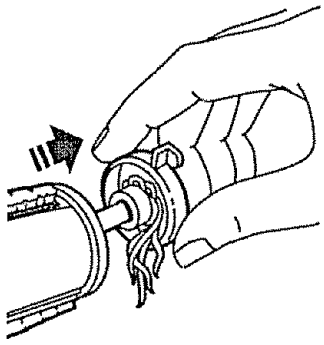




4. Turn POWER-MATE™ right side up. Press handle release pedal and lower the swivel. Tilt cover forward from back until front snaps free.

5. Carefully insert and twist screwdriver at each brush support to free brush from base.

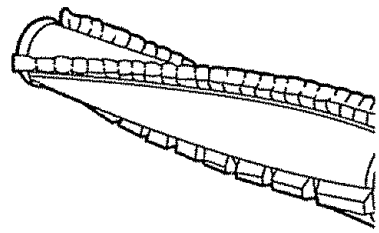




6. Remove worn belt.

7. Slide brush supports off to check and clean brush support areas. See BRUSH ASSEMBLY for picture of complete brush assembly.

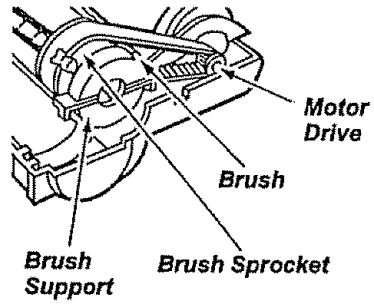
TO REPLACE BELT:

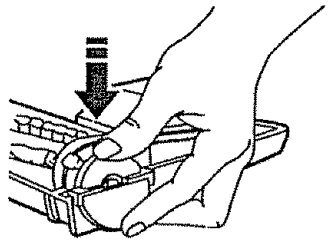


1. Slide washers and brush supports onto brush assembly.

2. Install new belt over motor drive, then over brush sprocket.

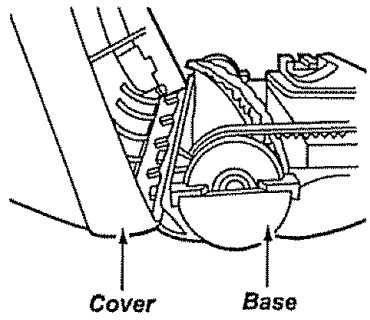
NOTE: See PARTS AND FEATURES for Belt #.

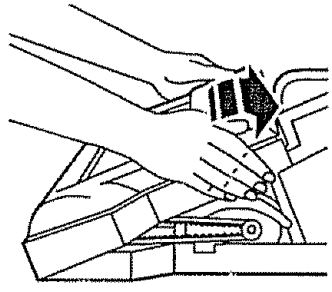




3. Snap brush supports into place on base. Be sure brush supports are not upside-down.

4. Line up front of cover and base. Rest cover on front edge of base as shown.





5. Tilt cover to back. Press cover firmly until side tabs snap into place. Replace cover screws, light bulb and light cover.

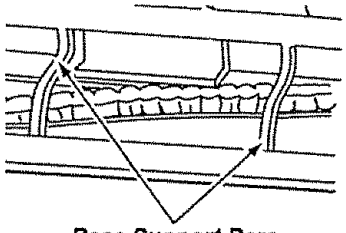
BRUSH SERVICING

WARNING

Electrical Shock Or Personal Injury Hazard

Disconnect electrical supply before servicing or cleaning the unit. Failure to do so could result in electrical shock or personal injury from cleaner suddenly starting.

TO CHECK BRUSH:



Base Support Bars

When brushes are worn to the level of the base support bars, replace the brushes.

TO REPLACE BRUSH:

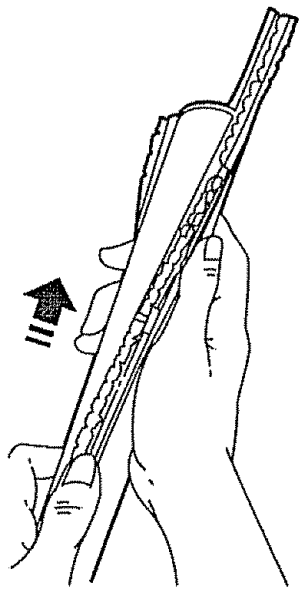
1. Remove POWER-MATE™ cover, belt and brush assembly. See "To remove belt" in BELT CHANGING AND BRUSH CLEANING.

2. Remove brush supports, washers, screws, end brush, brush sprocket pieces from ends of brush assembly.

3. Push out worn brushes. If the beater bar is chipped or gouged, replace it.

4. Slide new beater bar and brushes into slots.

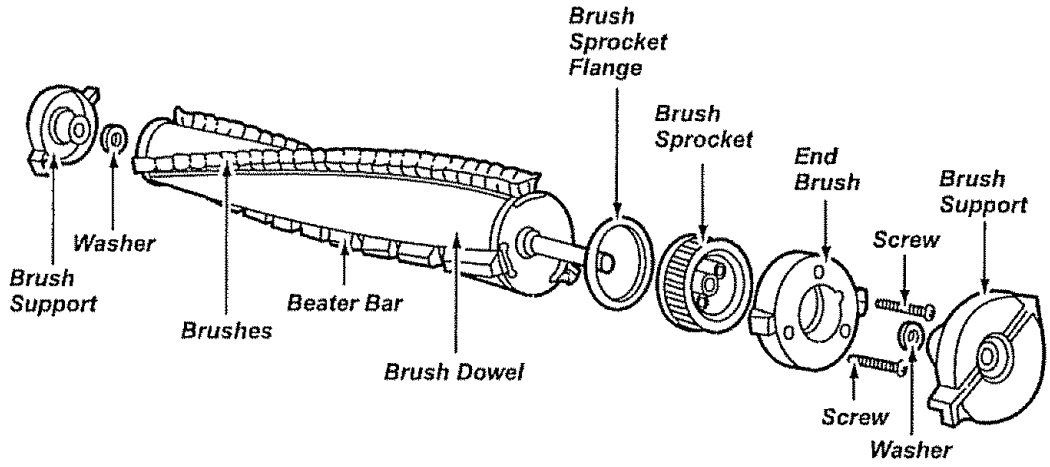
NOTE: New brushes and beater bar may be easier to install if they are soaked in warm water for a few minutes. Dry thoroughly before installing.



5. Reassemble brush assembly. To line up screw holes in dowel, sprocket and end brush, be sure beater bar portion of end brush lines up with beater bar on brush dowel.

6. Replace belt, brush assembly, POWER-MATE™ cover, light bulb and light cover. See "To replace belt" in BELT CHANGING AND BRUSH CLEANING.

BRUSH ASSEMBLY



TROUBLESHOOTING

Review this chart to find do-it-yourself solutions for minor performance problems. Any service needed, other than those described in this owner's manual, should be performed by an authorized service representative.

WARNING **Electrical Shock Hazard**

Disconnect electrical supply before servicing or cleaning the unit. Failure to do so could result in electrical shock or personal injury.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't start.	1. Unplugged at wall outlet. 2. Tripped circuit breaker/blown fuse at household service panel. 3. Loose hose electrical connections. 4. Tripped overload protector in POWER-MATE™.	1. Plug in firmly, push ON/OFF switch to ON. 2. Reset circuit breaker or replace fuse. 3. Reconnect hose ends, (page 7). 4. Clean brush and brush supports, then reset, (pages 14, 15).
Poor job of dirt pick-up.	1. Full or clogged dust bag. 2. Clogged airflow passages 3. Dirty motor safety filter. 4. Wrong pile height setting 5. Open suction control 6. Hole in hose. 7. Worn POWER-MATE™ brushes. 8. Worn or broken belt. 9. Dirty brush or brush supports. 10. Canister hood open.	1. Change bag, (page 12) 2. Clear airflow passages, (page 12) 3. Clean filter, (page 13). 4. Adjust setting, (page 9) 5. Adjust control, (page 11). 6. Replace hose 7. Change brushes, (page 16). 8 & 9. See BELT CHANGING AND BRUSH CLEANING, (pages 14, 15). 10. Close and latch hood.
Cleaner starts but cuts off.	1. Hose or hood electrical connections. 2. Tripped overload protector in POWER-MATE™. 3. Tripped overload protector in canister.	1. Check connections, reconnect hose ends, (page 7). 2. Remove any items that may be caught or jammed, then reset. If cleaner starts and stops again, clean brush and brush supports, then reset, (pages 14, 15). 3. Change dust bag, clear airflow blockage, (page 12). Wait 20 minutes for motor to cool and automatically reset.
POWER-MATE™ will not run when attached.	1. POWER-MATE™ connections unplugged 2. Worn or broken belt 3. Dirty brush or brush supports. 4. Tripped overload protector in POWER-MATE™.	1. Plug in firmly, (page 6). 2 & 3. See BELT CHANGING AND BRUSH CLEANING, (pages 14, 15). 4. Check brush area for excessive lint build-up or jamming. Clean brush and brush supports, then reset, (pages 14, 15).
Performance indicator, some models, is red.	1. Full or clogged dust bag 2. Dirty filter 3. Clogged airflow passage. 4. Certain attachment tools.	1. Change bag, (page 12). 2. Change filter, (page 13) 3. Clear clog from airflow passage, (page 12) 4. This is normal. Light should go off when tool is removed.
Cleaner picks up moveable rugs -or- POWER-MATE™ pushes too hard.	1. Wrong pile height setting. 2. Suction too strong.	1. Adjust setting, (page 9). 2. Open suction control, (page 11).
Light won't work.	1. Burned out light bulb	1. Change light bulb, (page 14).
Cord won't rewind.	1. Dirty power cord 2. Cord jammed.	1. Clean the power cord. 2. Pull out cord and rewind.
Cleaner leaves marks on carpet.	1. Wrong vacuuming pattern.	1. See VACUUMING TIPS, (page 9)

REQUESTING ASSISTANCE OR SERVICE

For the repair or replacement parts you need
Call 7:00 am - 7:00 pm, 7 days a week

1-800-366-PART
(1-800-366-7278)

For in-home major brand repair service:
Call 24 hours a day, 7 days a week

1-800-4-MY-HOME℠
(1-800-469-4663)

For the location of a
Sears Parts and Service Center in your area:
Call 24 hours a day, 7 days a week

1-800-488-1222

For information on purchasing a
Sears Maintenance Agreement
or to inquire about an existing Agreement:
Call 9:00 am - 5:00 pm, Monday - Saturday

1-800-827-6655

When requesting service or ordering parts, always provide the following information:

• Product Type • Part Number • Model Number • Part Description

NOTE FOR CANISTER MODELS ONLY: If you take this cleaner in for service, take the hose in at the same time. This cleaner can not be serviced without the hose.

SEARS
Home Central℠
The Service Side of Sears.℠